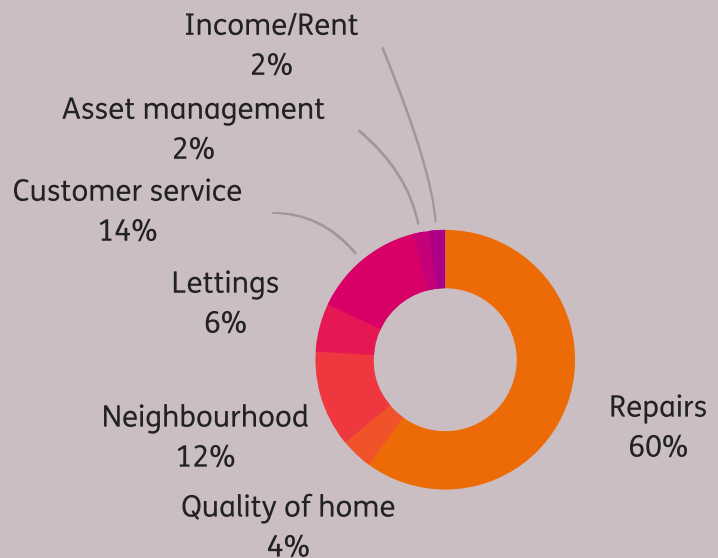




Number of formal complaints

200



Last year, 56% of our complaints were upheld which means that our service did not meet expectations.



As a result, examples of service improvements include...

A standard set of questions produced for use during telephone conversations.

Adding the installation of sure stops to taps.

The installation of electric fires where gas fires are removed.

Improving the information and actions to tackle damp and mould issues.

Other service improvements include investing in our website to allow customers to self-serve, a review of our services to older people and the development of a housing offer for younger people.



60% of complaints were about repairs and maintenance. A 5% decrease compared to last year.



58% of complaints came from customers living in houses compared to 39% (Flats) and 3% (Garages)